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July 24, 2017

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VIA ELECTRONIC FILING SYSTEM (ECFS)

Marlene H. Dortch, Esq., Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: CG Docket No. 03-123, DA 17-565
HAMILTON RELAY, INC.
Supplement to Annual Consumer Complaint Log Summaries (June 1, 2016 - May 31, 2017)

Dear Ms. Dortch:

On June 23, 2017, Hamilton Relay, Inc. ("Hamilton") submitted its annual summary of consumer complaints for the period June 1, 2016 – May 31, 2017, pursuant to Section 64.604(c)(1)(ii) of the Commission's rules. Hamilton inadvertently omitted the complaint summary prepared by its contractor. The enclosed summary includes that information and replaces in full the summary submitted on June 23, 2017 entitled "Internet Captioned Phone FCC Complaint Report June 2016 to May 2017." Hamilton respectfully requests that the enclosed materials be associated with Hamilton's June 23, 2017 filing.

Should you have any questions concerning this filing, please contact the undersigned.

Respectfully submitted,

WILKINSON BARKER KNAUER, LLP

/s/ David A. O'Connor
David A. O'Connor
Counsel for Hamilton Relay, Inc.

Enclosure

Internet Captioned Phone FCC Complaint Report June 2016 to May 2017

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
160603-000015	06/03/2016 10:02 AM		Janelle	Janelle	Customer stated they were not receiving incoming calls.	06/03/2016 10:02 AM	Customer Care provided basic troubleshooting steps, which did not resolve the issue. Customer Care referred CapTel Inc. and provided their telephone number. Customer was satisfied.	Internet Caption Phone	Tech - General
160603-000129	06/03/2016 07:24 PM		Dan	Dan	Customer stated their device is not flashing when connecting to a VOIP adapter, but it does flash when connected to a normal telephone line.	06/03/2016 08:38 PM	Customer Care referred the customer to Weitbrecht Communications and provided their telephone number. Customer was satisfied.	Internet Caption Phone	Tech - General
160606-000030	06/06/2016 10:50 AM		Jenn	Jenn	Customer stated they did not receive captions during their call(s).	06/06/2016 11:11 AM	Customer Care provided basic troubleshooting tips to help resolve the issue. There has been no further contact from the customer.	Internet Caption Phone	Captions - No Captions
160704-000041	07/04/2016 04:15 PM		Dan	Dan	Customer stated they were looking for the number for their daughter and it was no longer on their phone.	07/04/2016 04:20 PM	Customer Care apologized and explained that we would not have access to that information. Customer understood.	Internet Caption Phone	External - Miscellaneous
160714-000047	07/14/2016 12:50 PM		Janelle	Janelle	Customer stated that captions on their call were incorrect.	07/15/2016 10:48 AM	Customer Care apologized and obtained call details to forward to technical department. Customer Care referred the customer to CapTel, Inc. for further assistance. Customer was satisfied.	Internet Caption Phone	Accuracy of Captions
160720-000018	07/20/2016 10:33 AM		Carey	Carey	Customer stated that the answering machine on their CapTel 2400i is not working.	07/20/2016 10:33 AM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care offered to transfer the customer to CapTel Inc., for further assistance and provided their toll-free access telephone number. Customer declined and stated would call at a later time. Customer was satisfied.	Internet Caption Phone	Tech - General
160825-000073	08/25/2016 07:38 PM		Erica	Erica	Customer stated their CaptionCall phone was not working.	08/25/2016 07:38 PM	Customer Care referred customer to CaptionCall for further assistance. Customer was satisfied.	Internet Caption Phone	External - Miscellaneous
160901-000024	09/01/2016 12:40 PM		Dan	Dan	Customer stated the CapTel device is not ringing and will not display captions.	09/01/2016 12:42 PM	Customer Care referred the customer to CapTel, Inc. and provided their telephone number. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
160901-000023	09/01/2016 12:40 PM		Janelle	Janelle	Customer stated the captions were slow or delayed during their call.	09/01/2016 12:40 PM	Customer Care explained why captions can appear to be slow or delayed during a call. Customer Care provided tips to assist with this issue. Customer was satisfied.	Internet Caption Phone	Captions - Slow or Delayed
160905-000042	09/05/2016 03:22 PM		Erica	Erica	Customer stated the captions on their call were incorrect.	09/05/2016 03:22 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Internet Caption Phone	Accuracy of Captions
160905-000054	09/05/2016 04:33 PM		Erica	Erica	Customer stated there is crackling sounds on their telephone line.	09/05/2016 04:33 PM	Customer Care referred the customer to their telephone provider for assistance. Customer understood.	Internet Caption Phone	External - Miscellaneous
160905-000059	09/05/2016 06:21 PM		Erica	Erica	Customer stated people are unable to hear them on outgoing calls.	09/05/2016 06:21 PM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer stated they would call back the next business day and was satisfied.	Internet Caption Phone	Tech - General
160905-000065	09/05/2016 08:02 PM		Erica	Erica	Customer stated they were getting a network error message when turning on their CapTel phone.	09/05/2016 08:02 PM	Customer Care provided basic troubleshooting tips; which resolved the issue. Customer was satisfied.	Internet Caption Phone	Tech - General
160906-000073	09/06/2016 04:02 PM		Janelle	Janelle	Customer stated the captions were slow or delayed during their call.	09/06/2016 04:03 PM	Customer Care explained why captions can appear to be slow or delayed during a call. Customer Care provided tips to assist with this issue. Customer was satisfied.	Internet Caption Phone	Captions - Slow or Delayed

Internet Captioned Phone FCC Complaint Report June 2016 to May 2017

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
160908-000062	09/08/2016 04:00 PM		Janelle	Janelle	Customer stated that power cycling did not resolve issues they were experiencing with receiving captions.	09/08/2016 04:00 PM	Customer Care provided telephone number of and transferred customer to CapTel Inc. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
160912-000038	09/12/2016 12:56 PM		Dan	Dan	Customer stated the captions on their CapTel 2400i do not engage if another phone in the house is picked up first.	09/12/2016 12:57 PM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CapTel, Inc. and provided their phone number. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
160928-000102	09/28/2016 05:48 PM		Dan	Dan	Audiologist office stated their demo phone is not working after a recent power outage.	09/28/2016 05:56 PM	Customer Care referred the customer to CapTel, Inc. and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Tech - General
161007-000014	10/07/2016 11:43 AM		Carey	Carey	Customer's son called on their behalf stating that the customer has 5 CapTel phones in the home and none of them have worked properly for years. Customer stated that a technician came out to the home; however, they did not resolve the issue.	10/07/2016 11:43 AM	Customer Care apologized, provided the number to CapTel Inc., and transferred the call. Customer was satisfied.	Internet Caption Phone	Tech - General
161010-000096	10/10/2016 10:25 PM		Erica	Erica	Customer stated their CapTel phone will no longer record voicemail messages.	10/10/2016 10:25 PM	Customer Care referred the customer to CapTel Inc., and provided their telephone number for further assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
161030-000026	10/30/2016 04:38 PM		Erica	Erica	Customer stated their CapTel landline phone was not working.	10/30/2016 04:38 PM	Customer Care referred the customer to CapTel Inc., for further assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
161115-000129	11/15/2016 06:08 PM		Erica	Erica	Customer stated when trying to call a CapTel landline user on their iPhone, the captions are not appearing on the landline CapTel phone.	11/15/2016 06:08 PM	Customer Care transferred the customer to CTI for further assistance. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
161122-000034	11/22/2016 12:48 PM		Jenn	Jenn	Customer stated their CapTel phone is not working properly and they have no dial tone.	11/22/2016 12:49 PM	Customer Care provided basic troubleshooting; which did not resolve the issue and forwarded customer to CapTel Inc., for further assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
161123-000068	11/23/2016 04:07 PM		Dan	Dan	Customer stated their CapTel device is stuck on "Waiting for Captions Stage 1 of 8" and has been for several days.	11/23/2016 04:09 PM	Customer Care transferred the customer to CapTel, Inc. and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Tech - General
161124-000012	11/24/2016 11:19 AM		Jenn	Jenn	Customer stated they were unable to get captions for several voicemail messages.	11/24/2016 11:20 AM	Customer Care provided basic troubleshooting tips; which was successful. Customer was satisfied.	Internet Caption Phone	Tech - General
161124-000016	11/24/2016 11:54 AM		Jacob	Janelle	Customer stated their CapTel phone did not ring when number dialed, just silence until called party answers.	11/24/2016 01:04 PM	Customer Care apologized and provided basic troubleshooting, which did not resolve the issue. Customer stated they would call CapTel, Inc., for additional technical assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
161124-000023	11/24/2016 12:01 PM		Celeste	Janelle	Customer stated they were receiving message stating 'network error has occurred.'	11/24/2016 01:39 PM	Customer Care apologized and provided basic troubleshooting, which did not resolve the issue. Customer stated they would call back the following business day.	Internet Caption Phone	Tech - General
161124-000039	11/24/2016 07:42 PM		Janelle	Janelle	Customer stated they were receiving an old voicemail repeatedly.	11/24/2016 07:42 PM	Customer Care advised customer to call back the following business for assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
161129-000108	11/29/2016 06:44 PM		Dan	Dan	Customer stated their device is not working. Customer stated a technician checked their phone and internet service and neither was causing the issue.	11/29/2016 06:46 PM	Customer Care transferred the customer to CapTel, Inc. and provided their telephone number. Customer was satisfied.	Internet Caption Phone	Tech - General
161201-000082	12/01/2016 05:12 PM		Erica	Erica	Customer stated their answering machine is not recording messages any longer.	12/01/2016 05:12 PM	Customer Care apologized and referred the customer to CTI for further assistance. Customer understood.	Internet Caption Phone	Tech - General

Internet Captioned Phone FCC Complaint Report June 2016 to May 2017

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
161205-000075	12/05/2016 06:07 PM		Jenn	Jenn	Customer stated captions stopped in the middle of their call.	12/05/2016 06:07 PM	Customer Care requested information from the customer. Customer accidentally disconnected and provided no call details. There has been no further contact from this customer.	Internet Caption Phone	Captions - Stop During Call
161215-000076	12/15/2016 07:06 PM		Dan	Dan	Customer stated they are not receiving captions even after pressing the captions button.	12/15/2016 07:07 PM	Customer Care transferred the customer to CapTel, Inc. for further assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
161220-000003	12/20/2016 08:19 AM		Tyna	Tyna	Customer stated a CapTel user is experiencing issues with their called parties hearing them.	12/20/2016 08:19 AM	Customer Care attempted to provide troubleshooting tips but the caller was not with the CapTel user of CapTel phone. Customer Care referred the customer to CapTel, Inc. for further assistance. Caller was satisfied.	Internet Caption Phone	Tech - General
161224-000048	12/24/2016 01:55 PM		Dan	Dan	Customer stated their device was not displaying captions.	12/24/2016 06:47 PM	Customer Care contacted the customer to provide assistance. Customer stated they were able to resolve the issue by resetting their network equipment and was satisfied.	Internet Caption Phone	External - Miscellaneous
161225-000002	12/24/2016 02:16 PM		Dan	Dan	Customer stated they have a notification of voicemails on their device, but when they access the answering machine it states there are no messages.	12/25/2016 11:33 AM	Customer Care determined the issue may be due to a conflict with the customer's built-in voicemail system on their phone line. Customer Care suggested the customer contact CapTel, Inc. on the next business day to ensure there are no technical problems with their equipment. Customer was satisfied.	Internet Caption Phone	External - Miscellaneous
161224-000031	12/24/2016 04:23 PM		Lenny	Dan	Customer stated the captions were slow or delayed during their call.	12/24/2016 04:25 PM	Customer Care explained why captions can appear to be slow or delayed during a call. Customer Care provided tips to assist with this issue. Customer was satisfied.	Internet Caption Phone	Captions - Slow or Delayed
161224-000044	12/24/2016 06:16 PM		Chuck	Chuck	Customer stated they were receiving Error 60 on their device.	12/24/2016 06:23 PM	Customer Care provided troubleshooting tips; which were not successful. Customer Care referred the customer to the internet service provider for further assistance. Customer was satisfied.	Internet Caption Phone	External - Miscellaneous
161224-000045	12/24/2016 06:20 PM		Dan	Dan	Customer stated captions stopped in the middle of their call.	12/24/2016 06:21 PM	Customer Care confirmed captions were currently working and advised of possible reasons the issue may have occurred. Customer was satisfied.	Internet Caption Phone	Captions - Stop During Call
161225-000005	12/25/2016 11:54 AM		Dan	Dan	Customer stated the captions are not turning on.	12/25/2016 11:54 AM	Customer Care attempted to provide troubleshooting assistance. Customer disconnected before any assistance could be provided.	Internet Caption Phone	Captions - No Captions
161225-000010	12/25/2016 01:42 PM		Dan	Dan	Customer stated they are not receiving captions during their calls.	12/25/2016 01:43 PM	Customer Care attempted to provide troubleshooting tips; however, customer was not able to hear Customer Care. Customer stated they would call back later and disconnected.	Internet Caption Phone	Captions - No Captions
161225-000025	12/25/2016 10:11 PM		Dan	Dan	Customer stated an issue is occurring with their father's device. Customer stated a recording is engaging after their father has answered the phone and then the line disconnects.	12/25/2016 04:22 PM	Customer Care contacted the customer to provide assistance. Customer stated they were unable to speak at that time and would call back tomorrow. There has been no further contact from the customer in regards to this issue.	Internet Caption Phone	Tech - General
170102-000007	01/01/2017 12:54 PM		Ryan	Erica	Customer stated they are unable to receive captions on their incoming calls.	01/02/2017 11:18 AM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI for additional assistance. Customer understood.	Internet Caption Phone	Captions - No Captions
170101-000033	01/01/2017 04:17 PM		Jenn	Jenn	Customer stated they did not receive captions during their call.	01/01/2017 04:17 PM	Customer Care attempted to reach the customer several times and there was no option to leave a voice message. There has been no further contact from customer.	Internet Caption Phone	Captions - No Captions

Internet Captioned Phone FCC Complaint Report June 2016 to May 2017

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170101-000036	01/01/2017 04:39 PM		Brandon	Brandon	Customer stated they are having trouble at times getting captioning on their Hamilton CapTel phone.	01/01/2017 04:39 PM	Customer Care attempted to reach the customer; which was unsuccessful. Customer Care left a message and provided the toll-free access number. There has been no further contact from the customer.	Internet Caption Phone	Captions - No Captions
170102-000001	01/01/2017 08:20 PM		Jacob	Erica	Customer stated they were having connection issues with their 840i.	01/02/2017 10:56 AM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI for additional assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
170102-000003	01/01/2017 09:00 PM		Jacob	Erica	Customer stated they were having connection issues on an 840i.	01/02/2017 11:04 AM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care referred customer to CTI for additional assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
170102-000004	01/01/2017 10:00 PM		Jacob	Erica	Customer stated their terminating party cannot hear them.	01/02/2017 11:06 AM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI for additional assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
170102-000005	01/01/2017 11:00 PM		Jacob	Erica	Customer stated they receive a message after 4 rings on their 2400i stating their answering machine is not set up. Customer does not want the answering machine feature on.	01/02/2017 11:08 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI for additional assistance. Customer understood.	Internet Caption Phone	External - Miscellaneous
170102-000006	01/02/2017 03:03 AM		Derek	Erica	Customer stated that people calling their 840i are receiving a message that the number is not in service.	01/02/2017 11:13 AM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their telephone provider for additional assistance. Customer understood.	Internet Caption Phone	External - Miscellaneous
170103-000076	01/03/2017 03:54 PM		Dan	Dan	Customer stated the Caller ID is not displaying correctly on their device.	01/03/2017 03:55 PM	Customer Care advised the customer to contact their telephone service provider for assistance. Customer Care referred the customer to CapTel, Inc. if the problem persists and provided the telephone number. Customer was satisfied.	Internet Caption Phone	External - Miscellaneous
170208-000048	02/08/2017 04:12 PM		Dan	Dan	Customer stated they are having issues with the clarity of the voice calls on their CapTel device.	02/08/2017 04:14 PM	Customer Care referred the customer to CapTel, Inc. and transferred the call. Customer was satisfied.	Internet Caption Phone	Tech - General
170223-000028	02/23/2017 12:24 PM		Tyna	Tyna	Customer stated CapTel phone is not working.	02/23/2017 12:28 PM	Customer Care provided troubleshooting tips and referred the customer to CapTel, Inc., and transferred the call. Customer was satisfied.	Internet Caption Phone	Tech - General
170224-000062	02/24/2017 06:00 PM		Erica	Erica	Customer stated they are no longer receiving captions.	02/24/2017 06:02 PM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care transferred the customer to CTI for additional assistance. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
170302-000057	03/02/2017 03:54 PM		Mary	Mary	Customer stated they did not receive captions during their call.	03/02/2017 03:54 PM	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
170303-000018	03/03/2017 12:11 PM		Mary	Mary	Representative calling on behalf of a CapTel customer stated the captions were slow/delayed during their call. Representative could not provide the necessary information so troubleshooting tips could not be provided.	03/06/2017 01:24 AM	Customer Care apologized for the issue(s) during the call, obtained as much information as possible and forwarded to management; whom acknowledged its receipt and followed up with representative. Representative was satisfied.	Internet Caption Phone	Captions - Slow or Delayed

Internet Captioned Phone FCC Complaint Report June 2016 to May 2017

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170306-000042	03/06/2017 01:49 PM		Dan	Dan	Customer stated their CapTel device is not displaying captions. Customer also stated they were not currently at the location of the device.	03/06/2017 01:49 PM	Customer Care referred the customer to CapTel, Inc. and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
170317-000056	03/17/2017 07:24 PM		Erica	Erica	Customer stated a family member was having issues with their 840i.	03/17/2017 07:24 PM	Customer Care referred the customer to CapTel Inc., provided their toll-free access number and transferred the call for assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
170327-000079	03/27/2017 05:24 PM		Erica	Erica	Customer stated that people calling them were experiencing low volume.	03/27/2017 05:24 PM	Customer Care transferred the customer to CapTel Inc., for further assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
170331-000032	03/31/2017 03:10 PM		Mary	Mary	Representative stated a customer was having issues where other people could not hear them on the phone.	03/31/2017 03:16 PM	Customer Care provided some troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CapTel, Inc. and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Tech - General
170405-000048	04/05/2017 05:20 PM		Mary	Mary	Customer stated that their phone stopped receiving captions.	04/05/2017 05:23 PM	Customer Care provided some troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CapTel, Inc. and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
170406-000004	04/06/2017 09:10 AM		Kacie	Kacie	Customer stated that captions on their call were incorrect.	05/02/2017 09:50 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Internet Caption Phone	Accuracy of Captions
170410-000020	04/09/2017 09:28 PM		Mary	Mary	Customer stated they are unable to place a captioned call.	04/11/2017 03:21 PM	Customer Care provided some troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CapTel, Inc. and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Tech - Unable to Call
170410-000059	04/10/2017 04:51 PM		Erica	Erica	Customer inquired about an error message received on their CapTel phone.	04/10/2017 04:57 PM	Customer Care transferred the customer to CTI for additional assistance. Customer was satisfied.	Internet Caption Phone	External - Miscellaneous
170416-000006	04/16/2017 11:21 AM		Jennifer	Jenn	Customer's granddaughter stated the CapTel phone was not working properly after a power outage.	04/17/2017 09:31 AM	Customer Care referred the customer to CapTel Incorporated and provided their phone number. Customer was satisfied.	Internet Caption Phone	External - Miscellaneous
170416-000019	04/16/2017 01:44 PM		Jenn	Jenn	Customer stated the captions were slow or delayed during their call.	04/16/2017 01:44 PM	Customer Care explained why captions can appear to be slow or delayed during a call. Customer Care provided tips to assist with this issue. Customer was satisfied.	Internet Caption Phone	Captions - Slow or Delayed
170416-000033	04/16/2017 04:52 PM		Jenn	Jenn	Customer stated they were having trouble connecting their Wi-Fi to the CapTel phone.	04/16/2017 04:52 PM	Customer Care provided basic troubleshooting to resolve the issue and provided the toll-free access number for CapTel Inc. Customer stated they would call back at a later time if further assistance is needed. Customer was satisfied.	Internet Caption Phone	Tech - General
170416-000045	04/16/2017 06:54 PM		Jenn	Jenn	Customer stated technical issues with their equipment.	04/16/2017 06:54 PM	Customer Care referred the customer to Weltbrecht Communications Inc. and provided their number. Customer was satisfied.	Internet Caption Phone	Tech - General
170418-000002	04/16/2017 10:00 PM		Jennifer	Jennifer	Customer stated CapTel phone has no dial tone, no captions, and they are unable to make or receive calls.	04/18/2017 09:56 AM	Customer Care referred customer to CapTel Inc., and provided the toll-free access number. Customer was satisfied.	Internet Caption Phone	Dial Tone - Not Heard
170417-000019	04/16/2017 11:27 PM		Jennifer	Mary	Customer stated they were not receiving captions.	04/19/2017 12:21 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CapTel, Inc., and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Captions - No Captions

Internet Captioned Phone FCC Complaint Report June 2016 to May 2017

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170421-000002	04/21/2017 08:20 AM		Tyna	Tyna	Customer had technical questions regarding the CapTel phones(s) with internet.	04/21/2017 08:20 AM	Customer Care provided the requested information. Customer wanted to speak with technical department for additional technical support. Customer Care provided the toll free access number for CapTel, Inc., and transferred the call. Customer was satisfied.	Internet Caption Phone	Tech - General
170426-000038	04/26/2017 02:45 PM		Kacie	Kacie	Customer inquired about troubleshooting for CapTel Phone.	04/26/2017 02:46 PM	Customer Care provided the telephone number for CapTel Inc. and transferred the call. Customer was satisfied.	Internet Caption Phone	Tech - General
170502-000047	05/02/2017 03:50 PM		Mary	Mary	Customer stated they are unable to place a captioned call.	05/02/2017 03:51 PM	Customer Care provided some troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to Weitbrecht Communications and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Tech - Unable to Call
170502-000053	05/02/2017 05:46 PM		Kacie	Kacie	Customer requesting information to troubleshoot or repair a customer's CapTel device.	05/02/2017 05:48 PM	Customer Care provided the number for CapTel Inc. Customer was satisfied.	Internet Caption Phone	Tech - General
170517-000002	05/17/2017 09:25 AM		Kacie	Kacie	Customer stated 840i has a black screen after resetting the device, router, and modem.	05/17/2017 09:31 AM	Customer Care provided the telephone number and transferred the call to CapTel Inc. Customer was satisfied.	Internet Caption Phone	Tech - General
170529-000031	05/29/2017 01:14 PM		Tyna	Tyna	Customer stated been speaking with the technical department regarding their CapTel phone ringing back after incoming or outgoing calls and troubleshooting tips were not working.	05/29/2017 01:14 PM	Customer Care apologized and advised to contact CapTel, Inc., on their next business day for further technical assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
170529-000044	05/29/2017 02:31 PM		Mary	Mary	Customer stated they did not receive captions during their call.	05/29/2017 02:43 PM	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
170529-000045	05/29/2017 02:33 PM		Tyna	Tyna	Customer stated they did not receive captions during their call.	05/29/2017 02:34 PM	Customer Care was unable to provide troubleshooting tips as the customer could not hear or understand and disconnected.	Internet Caption Phone	Captions - No Captions
170529-000046	05/29/2017 02:39 PM		Tyna	Tyna	Customer called asking how to turn up volume and has no captions.	05/29/2017 02:49 PM	Customer Care was unable to provide any troubleshooting tips for customer could not hear nor read the conversation and disconnected.	Internet Caption Phone	Tech - General
170529-000049	05/29/2017 03:10 PM		Tyna	Tyna	Customer stated they are not receiving captions.	05/29/2017 03:10 PM	Customer Care provided troubleshooting tips; to help resolve the issue. Customer stated they would call back if further assistance was required. Customer was satisfied. There has been no further contact from the customer.	Internet Caption Phone	Captions - No Captions
170529-000050	05/29/2017 03:19 PM		Mary	Mary	Customer stated they did not receive captions during their call.	05/29/2017 04:20 PM	Customer Care was unable to provide troubleshooting tips for the customer because they could not hear or understand Customer Care. Customer Care asked the customer to call back with someone who could assist them and the customer disconnected.	Internet Caption Phone	Captions - No Captions
170529-000079	05/29/2017 08:12 PM		Mary	Mary	Customer stated their new CapTel phone was stuck in demo mode.	05/29/2017 08:27 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CapTel, Inc., provided their toll-free access number, and advised the customer to call them on the next business day. Customer understood.	Internet Caption Phone	Tech - General

Internet Captioned Phone FCC Complaint Report June 2016 to May 2017

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170529-000080	05/29/2017 08:20 PM		Mary	Mary	Customer stated they did not receive captions during their call.	05/29/2017 08:20 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CapTel, Inc., provided their toll-free access number, and advised the customer to call them on the next business day. Customer understood.	Internet Caption Phone	Captions - No Captions
688515	06/01/2016 08:55pm	6547	SB	SB	Customer reported experiencing a delay in the appearance of captions behind the spoken word during a captioned call.	06/07/2016 02:07pm	CSR apologized and told the customer we would forward detail to Call Center personnel for follow up. The CA's supervisor met with the CA and provided coaching tips and monitoring to help enhance this CA's captioning quality for consistent performance.	Service	
688759	06/02/2016 04:50pm	3051	BM	BM	Customer reported a delay in captions beyond the spoken words on the CapTel 840i.	06/15/2016 10:53am	CSR investigated and identified a call with lag time beyond the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize this new CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offering further follow up on any future calls.	Service	
689127	06/03/2016 08:38pm	N/A	LA	LA	Customer's daughter reported getting inaccurate captions on the CapTel 840i.	06/03/2016 08:46pm	CSR explained that captions are produced by a live captioning assistant who uses a combination of voice recognition technology and supplemental typing to produce captions for the customer. CSR also advised daughter to write down CA# and time of call and contact customer service for further investigation. Customer's daughter agreed to do so.	Service	
689482	06/06/2016 06:51am	6605	LK	LK	The customer's husband inquired about a delay of a few seconds behind the spoken words on the 2400i.	06/07/2016 02:09pm	CSR educated the husband of this new user on the normal delay of 3-5 seconds, apologized for the incident and thanked customer for the feedback. Later the CSR followed up with the CapTel user who noted all has been great, except when she speaks with her daughter who speaks quickly. CSR investigated and call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
689575	06/06/2016 10:36am	6301	EG	EG	Customer's husband reported that captions on the CapTel 880i were not accurate.	06/22/2016 10:14am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency and provided coaching for the CA to ensure consistent quality performance.	Service	
689749	06/06/2016 03:26pm	10602	KK	KK	Customer reported that the captions appear inaccurately at times.	06/19/2016 04:10pm	CSR apologized to customer for the incident and proceeded to relay the provided call details to the appropriate Captioning Service personnel for further follow-up. Upon follow-up, CSR explained to the customer that their call detail was shared with Call Center management for further review, and they proceeded to follow-up with the CA to provide further training and coaching to ensure consistent quality performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
689739	06/06/2016 03:26pm	10602	KK	KK	Customer reported captions appeared delayed behind the speaker on some calls, but other calls were fine.	06/19/2016 04:10am	CSR apologized to customer for their experience and shared tips on strategies they could use to help maximize his call experience. CSR also shared call detail where delay was experienced with Call Center management. Later, the CSR contacted the customer and explained that the Call Center management followed up with the CA to provide further training and coaching to help minimize lag time of captions.	Service	
689790	06/06/2016 05:49pm	N/A	JR	JR	Customer reported seeing occasional errors in captions which were not corrected.	07/08/2016 06:10pm	CSR apologized and thanked customer for bringing their experience to our attention. As customer did not provide specific call detail, CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Upon not hearing from the customer, CSR sent a letter to the customer offering follow up provided specifics.	Service	
690397	06/08/2016 03:15pm	11051	TS	TS	Customer reported an inaccuracy in captions on the CapTel 840i.	06/14/2016 12:59pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA then provided a 2 coaching and monitoring session to help ensure consistent quality performance.	Service	
690671	06/09/2016 01:08pm	10003	BM	BM	Customer reported a call with delay in captions behind the spoken words on the CapTel 840i.	07/06/2016 10:44am	CSR investigated and identified a call with lag time beyond the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow up on any future calls. Customer expressed appreciation for the follow up taken.	Service	
690668	06/09/2016 01:08pm	6216	BM	BM	Customer reported a delay in captions on the CapTel 840i.	06/16/2016 11:45am	CSR investigated and identified a call with lag time beyond the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	Service	
691158	06/10/2016 10:00pm	6266	MS	MS	Customer reported a delay in captions behind the spoken word.	06/14/2016 11:08pm	CSR investigated and identified a call with lag time beyond the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor identified the CA as new, and increased monitoring and coaching to further the CA's captioning performance. CSR sent a follow up email reporting action taken and offered further follow up on any future calls.	Service	
694525	06/14/2016 11:15am	6066	CBe	CBe	Customer reported a delay in captions behind the spoken words.	07/07/2016 12:09pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. The CSR followed up with the customer to report action taken on their behalf.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
692743	06/16/2016 03:23pm	3626	MS	MS	The customer reported a lag in the captions behind the spoken words on the CapTel 2400i.	06/27/2016 01:40pm	CSR apologized to the customer and provided call details to the appropriate Captioning Service personnel for further follow-up. The CA's supervisor provided coaching tips to help the CA decrease caption delay for consistent optimal performance.	Service	
693510	06/20/2016 08:36am	10535	TJ	TJ	Customer reported that the captions are delayed behind the spoken words.	06/23/2016 10:33am	CSR's investigation revealed a specific call right before calling customer service in which greater than customary caption delay was experienced. CSR sent details about this call to Call Center personnel for further investigation. CSR sent customer an email apologizing for their experience and informed the customer that the CA's supervisor provided a coaching session with tips on minimizing delay of captions.	Service	
694446	06/22/2016 04:50pm	N/A	OL	OL	Customer reported occasionally seeing inaccurate captions while speaking on the CapTel 2400i.	07/05/2016 05:50pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Customer did not have any specific call detail to share, so CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR followed up with the customer to see if she has any recent calls with inaccurate captions to share. Customer reported that she has not noticed any inaccuracies recently so does not have any call detail to share. CSR offered further assistance at customer's request.	Service	
695546	06/27/2016 09:46am	6632	CBe	CBe	Customer's assistant reported a delay in captions behind the spoken word.	07/08/2016 03:50pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
695760	06/27/2016 04:55pm	N/A	MMo	MMo	Customer shared feedback regarding the accuracy of captions on some calls.	07/06/2016 03:30pm	CSR apologized for their experience and shared detail on how captions are generated and that there is a CA# for the CA that captioned the call. CSR shared how the customer can take note to the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR also investigated and found a trouble ticket logged by the CA on 6/26/16 noting, "slight distortion and static throughout the call briefly disrupting captionable content." CSR subsequently sent customer further information via a US Mail communication.	Service	
695910	06/28/2016 10:00am	3016	MKC	MKC	Customer reported a delay in captions behind the spoken word on some captioned calls.	07/03/2016 12:24pm	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize this new CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
696316	06/29/2016 01:11pm	6162	EG	EG	Customer reported a delay of captions behind the spoken words on the CapTel 880i.	07/06/2016 11:03am	CSR provided tips to the customer on managing call flow. CSR also investigated and identified call detail where the delay was outside the norm of 3-5 seconds. Detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CSR followed up with the customer and explained that the CA on the call was provided increased monitoring and coaching to ensure quality captions with minimal delay.	Service	
697589	07/05/2016 10:04am	14104	MKC	MKC	Customer's husband reported inaccurate captions on a specific call on the CapTel 840i.	07/07/2016 03:44pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and provided the CA with coaching to ensure consistent quality performance.	Service	
697648	07/05/2016 12:01pm	6191	TS	TS	Customer reported a delay in captions behind the spoken words on the CapTel 2400iBT.	07/06/2016 12:36pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up. Investigation findings identified a trouble ticket was filed by the CA on the call due to audio distortion with 2 speakers speaking simultaneously impacting captioning.	Service	
697899	07/05/2016 09:50pm	14028	KOH	KOH	Customer reported a delay in captions behind the spoken word.	07/20/2016 12:57pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. Call Center management confirmed they had conducted a successful coaching session with the CA to resolve potential performance-related issues. CSR followed up with the customer by phone, reporting action taken and offered further follow up on any future calls.	Service	
698818	07/08/2016 02:45pm	10025	ES	ES	Customer reported that he was experiencing a longer than normal delay in captions behind the spoken words during some calls on the CapTel 840i.	07/11/2016 12:56pm	CSR apologized for the incident and thanked customer for the feedback. CSR identified a call out of the normal captioning delay range and call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips for the CA to ensure consistent quality performance.	Service	
699501	07/11/2016 03:06pm	N/A	CF	CF	Customer reported inaccurate captions during calls on the CapTel 840i.	07/19/2016 11:06am	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Upon follow up, customer stated she would contact us at a further date if she wished to report inaccurate captions in the future.	Service	
699806	07/12/2016 01:32pm	10525	ES	ES	Customer reported that a particular call had slow captions on the CapTel 840i.	07/20/2016 12:10pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor provided a coaching session and tips to optimize the CA's performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
699836	07/12/2016 02:44pm	6896	BM	BM	Customer's daughter reported a delay in captions behind the spoken words on the CapTel 840i.	07/27/2016 05:14pm	CSR investigated and identified a call with lag time beyond the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	Service	
699987	07/13/2016 08:30am	10525	ES	ES	Customer reported that the answering machine messages were captioned inaccurately on the CapTel 840i.	08/03/2016 03:55pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency and provided a coaching session for the CA to assist with captioning accuracy on future calls.	Service	
700426	07/14/2016 09:47am	11166	JR	JR	Customer reported a delay in captions on a specific call.	07/20/2016 12:26pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and increased monitoring and coaching to optimize the CA's captioning performance.	Service	
700438	07/14/2016 09:47am	11057	TS	TS	Customer reported a delay in captions behind the spoken words on a specific call.	07/19/2016 10:00am	CSR investigated and identified the call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance and minimize delay.	Service	
700784	07/15/2016 10:25am	14109	OL	OL	Customer's wife reported a delay in captions behind the spoken word on the CapTel 2400i.	08/04/2016 01:43pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA's supervisor increased monitoring and coaching to optimize the CA's captioning speed. CSR followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	Service	
701157	07/16/2016 03:42pm	11014	BM	BM	Customer's daughter shared feedback regarding accuracy of captions and provided specific call data.	07/28/2016 04:34pm	CSR apologized for the incident and thanked customer's daughter for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
701296	07/17/2016 02:42pm	N/A	BC	BC	Customer reported inaccurate captions on a recent call.	07/28/2016 02:35pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR followed up with customer, but customer didn't have any call detail to share. CSR offered further assistance upon request.	Service	
701342	07/17/2016 09:44pm	1115	AJ	AJ	Customer reported inaccurate captions on the CapTel 840i on a specific call.	08/08/2016 01:07pm	CSR apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The Call Center management reported that the CA received additional coaching and monitoring to ensure captions are being processed accurately.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
703255	07/23/2016 07:22pm	N/A	KOH	KOH	Customer reported seeing profane words on the display screen of the CapTel 800i.	08/08/2016 01:28pm	CSR obtained specific detail from the customer and sent that detail to the Call Center for review. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA in question stated the content had been captioned verbatim from the call content. However, the CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
703438	07/25/2016 06:04am	6721	LK	LK	The customer reported captions lag too far behind on the 840i.	07/31/2016 08:48am	CSR investigated and identified a call with lag time behind the norm. The call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance and reduce delay.	Service	
703560	07/25/2016 06:04am	6377	TS	TS	The customer reported captions lag too far behind on the 840i.	07/25/2016 12:53pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
703544	07/25/2016 11:17am	11136	CR	CR	Customer reported delay in captions behind the spoken word on the CapTel 840i.	08/02/2016 01:30pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer's wife by phone reporting action taken and offered further follow up on any future calls.	Service	
704089	07/26/2016 04:36pm	1192	CR	CR	Customer's husband reported delay in captions behind the spoken words on the CapTel 840i.	08/08/2016 02:03pm	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up letter reporting action taken and offered further follow up on any future calls.	Service	
704253	07/27/2016 11:05am	N/A	ES	ES	Customer reported inaccurate captions on the CapTel 840i.	08/05/2016 03:06pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Given the customer had no call specifics to share, the CSR suggested the customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Upon follow up the customer said their experience has been good with no accuracy concerns to report.	Service	
704255	07/27/2016 11:05am	N/A	ES	ES	Customer reported that the captions would sometimes display slowly on the CapTel 840i.	08/05/2016 03:06pm	CSR apologized for incidence and thanked customer for the feedback. CSR discussed how the captions are produced and explained that it's normal to experience a 3-5 second delay with the captions. CSR research indicated calls were well within the 3-5 second delay that is within the guidelines. CSR suggested customer document the date, time, and CA # for more specific follow up. CSR also discussed the intermittent internet connection issues the customer noted that may be the actual contributing factor.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
704926	07/29/2016 11:00am	12099	SM	SM	Customer reported inaccurate captions on the CapTel 2400i.	08/10/2016 08:57am	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Call detail was sent to Call Center Management for follow up with the CA. The CA's supervisor provided coaching and mentoring to ensure consistent optimal captioning performance.	Service	
705957	08/02/2016 12:02pm	12086	EJ	EJ	Customer's daughter reported a delay in captions behind the spoken words.	08/11/2016 09:10am	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer's daughter by phone reporting action taken and offered further follow up on any future calls.	Service	
705964	08/02/2016 12:02pm	6913	EJ	EJ	Customer's daughter reported a delay in captions behind the spoken word.	08/11/2016 09:10am	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer's daughter by phone reporting action taken and offered further follow up on any future calls.	Service	
705966	08/02/2016 12:02pm	3099	EJ	EJ	Customer's daughter reported a delay in captions behind the spoken word.	08/11/2016 09:10am	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer's daughter by phone reporting action taken and offered further follow up on any future calls.	Service	
706232	08/03/2016 10:20am	N/A	BM	BM	Customer reported inaccurate captions during calls using the CapTel 800i.	08/17/2016 05:28pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR later followed up with customer who reported the experience has improved and did not have any further details of inaccurate captions to report.	Service	
706313	08/03/2016 01:05pm	N/A	HL	HL	Customer reported incorrect captions on a previous call.	08/03/2016 01:08pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Customer was unable to provide any specifics on the call to follow up on. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Customer declined gathering specifics and stated she will do so the next time.	Service	
706425	08/03/2016 04:30pm	4060	PL	PL	Customer reported that captions were often delayed on the CapTel 840i more than 2-3 seconds and she felt they should be simultaneous.	08/16/2016 09:27am	CSR investigated and identified a call with lag time beyond the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor provided a coaching session for the CA to help minimize delay of captions.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
707639	08/03/2016 06:42pm	6663	CR	CR	Customer's assistant reported a delay in captions behind the spoken word on the CapTel 840i.	08/11/2016 11:01am	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up email reporting action taken and offered further follow up on any future calls.	Service	
706475	08/03/2016 06:45pm	11159	KG	KG	Customer reported long delay during a call on the CapTel 2400iBT.	08/08/2016 01:29pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
706549	08/04/2016 09:51am	N/A	BM	BM	Customer reported inaccurate captions during calls using the CapTel 2400i.	08/04/2016 10:03am	CSR apologized for the incident and thanked customer for bringing the experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR later followed up with customer, who reported having no recent calls with inaccurate captions to report. CSR offered ongoing assistance upon request.	Service	
707035	08/05/2016 02:55pm	3264	BMc	BMc	Customer reported delayed captions behind the spoken words on the CapTel 840i.	08/10/2016 02:37pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor discussed tips with the CA to optimize the CA's captioning performance. CSR sent a follow-up letter, reporting action taken. CSR offered further follow up on any future calls.	Service	
707271	08/06/2016 07:55pm	14043	SM	SM	Customer reported slow captions during a previous call.	08/15/2016 04:50pm	CSR apologized for incidence and investigated. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching frequency for the CA to ensure consistent quality performance.	Service	
708242	08/10/2016 09:17am	3017	SAB	SAB	Customer reported that the captions on the CapTel 2400i lag behind the spoken word.	08/16/2016 09:06am	CSR apologized for the experience and passed the information as given by the customer to the call center for review. Call center management reviewed delay management with the CA in question and the CA is being monitored more frequently to ensure quality captions.	Service	
708492	08/10/2016 04:05pm	12050	SS	SS	Customer reported a delay in captions behind the spoken word on the CapTel 2400i.	08/22/2016 03:55pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA's supervisor subsequently coached the CA on revoicing pace for optimal accuracy and stressed the importance of requesting supervisor assistance should the need arise during a call. CA's supervisor also increased monitoring to optimize the CA's captioning performance. CSR sent a follow up email reporting action taken and offered further follow up on any future calls.	Service	
708873	08/11/2016 04:39pm	10617	JR	JR	Customer reported a significant delay of captions behind the spoken words on the CapTel 2400i.	08/15/2016 05:11pm	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor provided a coaching session to optimize the CA's captioning performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
709065	08/12/2016 12:58pm	14085	HL	HL	Customer reported that the captions lag on the CapTel 840i.	08/29/2016 04:37pm	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor provided additional coaching sessions to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	Service	
709199	08/12/2016 05:55pm	1679	DH	DH	Customer reported inaccurate captions on the CapTel 840i phone.	08/22/2016 07:06pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
709974	08/12/2016 05:55pm	1679	KG	KG	Customer reported delayed captions on the CapTel 840i phone.	08/22/2016 12:48pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and increased monitoring and coaching to optimize the CA's captioning performance.	Service	
709328	08/13/2016 01:45pm	6395	MS	MS	The customer reported a delay in captions behind the spoken words on the CapTel 840i.	08/18/2016 07:19pm	CSR explained to the customer the process used to caption calls. Customer acknowledged most calls had minimal delays. Customer called back and further discussed the matter. CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up email reporting action taken and offered further follow up on any future calls.	Service	
710466	08/17/2016 02:10pm	N/A	MMo	MMo	Customer reported that sometimes he receives captions on the 840i that are not accurate.	08/24/2016 01:06pm	CSR explained that captions are generated by a live captioning operator using voice recognition technology. CSR further explained why errors may appear and advised the customer to ask the other party to clarify what was said if an uncorrected error does appear in captions. CSR suggested customer document the date, time and CA# of any future problematic captioned calls and sent customer further information via an email communication. Upon follow-up contact, customer acknowledged assistance provided and agreed to contact Customer Service should he require further assistance.	Service	
710910	08/18/2016 05:02pm	10560	JR	JR	Customer reported poor captions accuracy.	08/26/2016 12:16pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided a coaching session and monitoring for the CA to ensure consistent captioning performance.	Service	

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711183	08/19/2016 02:46pm	11082	BM	BM	Customer reported seeing delayed captions using the CapTel 840i.	08/24/2016 01:50pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance. CSR followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	Service	
712640	08/25/2016 10:26am	1396	BMc	BMc	Customer reported a delay in captions behind the spoken words on the CapTel 2400IBT.	09/06/2016 03:16am	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up letter reporting action taken and offered further follow up on any future calls. CSR apologized for the customer's experience.	Service	
712975	08/26/2016 09:54am	6756	BMc	BMc	Customer reported a delay in captions behind the spoken word.	09/06/2016 03:30pm	CSR apologized for this experience and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
713407	08/28/2016 08:37am	6111	SS	SS	Customer's son reported a delay in captions behind the spoken word.	08/29/2016 05:29pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
714197	08/30/2016 05:52pm	6668	CR	CR	Customer reported inaccurate captions that were delayed behind the spoken words on the CapTel 2400IBT.	09/04/2016 10:06am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor determined delay was attributed to a very fast paced speaker. The CA's supervisor provided coaching for the CA to assist with minimizing delay and address accuracy of captions.	Service	
714469	08/31/2016 03:54pm	2196	KG	KG	Customer reported inaccurate captions during a conversation on the CapTel 840i.	09/06/2016 03:57pm	CSR apologized for the customer's experience and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor providing a coaching session with monitoring to the CA to ensure consistent quality performance.	Service	
714473	08/31/2016 03:54pm	1756	KG	KG	Customer reported delayed captions during a call on the CapTel 840i.	09/06/2016 03:59pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. Call Center training personnel met with the CA and provided coaching tips. Then the CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance specific to minimizing delay of captions behind the spoken words.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
714504	08/31/2016 04:48pm	N/A	SB	SB	Customer reported seeing inaccurate captions during a call about 2 weeks ago on the CapTel 840i.	09/07/2016 05:22pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Since the customer had no specifics such as the date or time, the CSR suggested the customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR followed up with the customer, and they confirmed that they had not noted any further instances of inaccurate captions.	Service	
715124	09/02/2016 05:30pm	N/A	ELS	ELS	Customer inquired about the delay in captions behind the spoken word on the CapTel 2400i.	09/08/2016 12:00am	CSR's investigation revealed captioning assistants for several recent calls had documented audio difficulty trouble tickets and the presence of multiple speakers on the calls; the customer reported her husband often uses an extension phone at the same time as the CapTel. Further, investigation showed that calls without the sharing of an extension were of optimal and prompt transmission of captions. CSR explained that use of multiple phones during a captioned call can result in the captionist hearing and captioning multiple parties during that call, which can contribute to additional delay in the captions. CSR advised that the captionist will caption all audio that is heard on a call. CSR offered further troubleshooting of the setup to address any environmental contributions related to audio difficulty referenced as "bleedthrough". Customer opted out of over-the-phone troubleshooting; CSR subsequently sent the customer a letter with troubleshooting tips, offering further assistance upon request.	Service	
715149	09/02/2016 07:25pm	6283	JAL	JAL	Customer reported inaccurate captions on an answering machine message.	09/08/2016 11:13am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency and provided coaching tips to the CA to help ensure optimal, consistent captioning performance.	Service	
715868	09/06/2016 06:11pm	10618	KG	KG	Customer reported inaccurate captions during a conversation on the CapTel 840i.	09/12/2016 02:22pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided a coaching session for the CA to ensure consistent quality performance.	Service	
717201	09/11/2016 03:38pm	1383	SO	SO	Customer shared feedback regarding accuracy of captions and provided specific call data.	09/16/2016 01:35pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
717398	09/12/2016 12:53pm	N/A	CR	CR	Customer reported words came up fast, but sentences 'were not connected to each other' on the CapTel 840i at night, but had no specific examples.	09/21/2016 01:13pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR noted the customer could review captions to determine the date, time and CA# of a call to allow us to take specific remedial action with the CA captioning the call. Customer said they would do so and call back. Attempts to follow-up with customer by phone were unsuccessful. A letter was sent that advised details needed and offered to follow up with the Call Center, if desired.	Service	
717822	09/13/2016 03:26pm	10043	CH	CH	The customer reported delayed captions on the CapTel 800i.	09/20/2016 08:52am	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
717986	09/14/2016 09:36am	N/A	TJ	TJ	Customer reported that her own name did not appear correctly in captions on a recent call.	09/14/2016 09:43am	CSR apologized for the incident and thanked the customer for bringing their experience to our attention. Customer said she was not concerned about this and just wanted to let us know. CSR suggested customer document the date, time and CA# of any future calls where an error occurs to allow us to take specific action with the CA captioning the call. Customer thanked CSR.	Service	
718278	09/14/2016 06:27pm	14044	KG	KG	Customer's assistant reported slow captions during calls on the CapTel 800i.	09/21/2016 02:49pm	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor provided a coaching session specific to captioning speed to optimize the CA's captioning performance.	Service	
718442	09/15/2016 12:27pm	1086	BM	BM	Customer's husband reported seeing delayed captions on the CapTel 840i.	09/20/2016 11:52am	CSR investigated and identified a call with lag time beyond the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA was provided a coaching session to optimize the CA's captioning performance and focus on minimizing delay. CSR followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	Service	
719681	09/20/2016 11:02am	10509	CBe	CBe	Customer reported inaccurate captions on the CapTel 800i on a specific call.	09/25/2016 10:02am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided a 2 hour coaching session and monitoring to the CA to optimize the quality of their captioning performance.	Service	
720016	09/21/2016 10:53am	10520	CBe	CBe	Customer reported delay of captions behind the spoken words on the CapTel 840i.	09/26/2016 04:15pm	CSR apologized for the incident and discussed the norm of 3-5 seconds of delay behind the spoken words. CSR investigated and found a call outside the norm. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA was provided a 2 hour coaching session specific to minimizing delay to ensure overall quality captioning performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
720289	09/22/2016 06:23am	1437	CM	CM	Customer reported delayed captions on the CapTel 840i.	09/29/2016 11:28am	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor provided a coaching session specific to techniques related to minimizing delay and some additional monitoring to optimize the CA's captioning performance.	Service	
720732	09/23/2016 10:28am	6758	BMc	BMc	Customer reported a delay in captions behind the spoken word on the CapTel 840i.	10/04/2016 08:07am	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor provided a coaching and quality development session to optimize the CA's captioning performance related to captioning speed. CSR sent a follow up letter reporting action taken and offered further follow up on any future calls. CSR apologized for the customer's experience.	Service	
722043	09/28/2016 01:26pm	1438	EJ	EJ	Customer shared feedback regarding accuracy of captions and provided specific call data.	10/03/2016 12:01pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching and increased monitoring frequency for the CA to ensure consistent quality captioning performance.	Service	
722041	09/28/2016 01:33pm	N/A	ES	ES	Customer reported that misspelled and inaccurate captions were displaying on the CapTel 2400iBT, but had no specific examples.	10/05/2016 12:21pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. As customer had no specific call detail to provide, CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. The CSR also explained that if a correction is made this will appear in brackets. The customer stated they were not aware of this and would watch for any corrections.	Service	
722231	09/29/2016 09:40am	10665	RL	RL	Customer's wife reported a significant delay in the captions on a recent call on the CapTel 880i.	10/03/2016 03:56pm	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up letter reporting action taken and offered further follow up on any future calls.	Service	
722330	09/29/2016 11:49am	N/A	MK	MK	Customer reported inaccurate words in the captions on the CapTel 2400iBT.	09/29/2016 06:30pm	CSR apologized for their experience. CSR suggested the customer review captions to confirm the date, time and CA# of the call to allow us to take specific action with the CA captioning the call. After further discussion, customer was compelled to review the captions and acknowledged that no error had actually occurred. CSR offered ongoing assistance as needed.	Service	
723458	10/03/2016 07:28pm	N/A	CR	CR	Customer reported inaccurate captions on the CapTel 2400i.	10/03/2016 07:45pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR attempted to follow-up with the customer to collect specific details regarding the reported call, but the customer was unable to locate these requested details. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
723510	10/04/2016 10:20am	3143	MS	MS	The customer reported a delay in captions on the CapTel 840i.	10/05/2016 12:50pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up email reporting action taken and offered further follow up on any future calls.	Service	
723913	10/05/2016 11:45am	6341	MMo	MMo	Customer reported a call on the 840i where captions were delayed behind the spoken words.	10/13/2016 05:15pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed-up with the customer by phone reporting action taken and offered further follow up on any future calls.	Service	
724087	10/05/2016 05:03pm	N/A	ES	ES	Customer reported inaccurate captions and misspelled words on the CapTel 840i.	10/11/2016 04:22pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. As customer had no call detail to provide on initial contact, CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Upon follow up by CSR on 10/11, customer again had no specific call detail to provide, and CSR offered further assistance upon request.	Service	
724297	10/06/2016 12:36pm	11001	EG	EG	Customer reported that captions are not accurate on the CapTel 2400i.	10/12/2016 12:40pm	CSR apologized for the incident and thanked customer for the feedback. CSR recommended reviewing some conversations and jotting down any errors noted. Upon follow up, customer was able to share some call detail but not examples of inaccurate captions. Call detail as received was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor counseled the CA and scheduled coaching and mentoring sessions for the CA to help optimize consistent quality captioning performance.	Service	
730183	10/06/2016 01:49pm	14065	DF	DF	Customer reported a specific call where he received inaccurate captions.	11/01/2016 11:11am	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Customer reported a specific call, however, customer was unable report the details of the inaccuracy. CSR suggested customer document the date, time, examples of inaccurate captions, and CA# of any future calls to allow us to take specific action with the CA captioning the call. Later, CSR followed up with the customer to see if he was able to look back at the saved captions in the CapTel menu to share examples, but customer said he was unable to do so. CSR offered further assistance at customer's request. Customer is working with their telephone provider on phone line related static issues that may be a contributing factor.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
724343	10/06/2016 02:19pm	3149	RN	RN	Customer requested faster captions on the CapTel 840i.	10/23/2016 04:43pm	CSR determined that the delay experienced is generally within the norm of 3-5 seconds. The CSR further investigated and identified a call that was slightly outside the norm guidelines. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor has been working with the CA on delay management and will continue to help develop skills to reduce lag time further.	Service	
724465	10/06/2016 05:55pm	N/A	TF	TF	Customer reported seeing "waiting for a CapTel operator" when trying to retrieve answering machine messages from the CapTel 2400iBT.	10/06/2016 06:01pm	CSR apologized to the customer for the additional wait time to connect with a CA, and advised the customer to continue to hold for the next available CA. CSR noted this added answer time was a result of higher call volume in our Call Centers as a result of the Hurricane.	Service	
724480	10/06/2016 06:18pm	N/A	MKC	MKC	Customer reported seeing "Waiting for CapTel Operator" on the CapTel 2400iBT.	10/06/2016 06:26pm	CSR apologized to the customer for the additional wait time to connect with a CA, and advised the customer to continue to hold for the next available CA. CSR noted this added answer time was a result of higher call volume in our Call Centers as a result of the Hurricane.	Service	
724491	10/06/2016 06:53pm	N/A	EEJ	EEJ	Customer's husband reported seeing "Waiting for CapTel operator" on the screen of the CapTel 840i.	10/06/2016 07:04pm	CSR apologized to the customer for the additional wait time to connect with a CA, and advised the customer to continue to hold for the next available CA. CSR noted this added answer time was a result of higher call volume in our Call Centers as a result of the Hurricane.	Service	
724502	10/06/2016 07:13pm	N/A	SO	SO	Customer reported seeing "Waiting for next available captionist" on the screen of their CapTel and a delay before captions became available.	10/06/2016 07:16pm	CSR apologized to the customer for the additional wait time to connect with a CA, and advised the customer to continue to hold for the next available CA. CSR noted this added answer time was a result of higher call volume in our Call Centers as a result of the Hurricane.	Service	
724601	10/07/2016 10:27am	N/A	EJ	EJ	Customer reported seeing "Waiting for CapTel operator" on the CapTel 840i.	10/07/2016 10:30am	CSR apologized to the customer for the additional wait time to connect with a CA, and advised the customer to continue to hold for the next available CA. CSR noted this added answer time was a result of higher call volume in our Call Centers as a result of the Hurricane.	Service	
724662	10/07/2016 12:18pm	N/A	ST	ST	Customer reported via Live Chat being unable to make calls on the CapTel 2400iBT phone initially due to no dial tone, then a prompt appeared stating, "Waiting for CapTel Operator."	10/07/2016 12:40pm	CSR confirmed the customer resolved the dial tone matter at his end. CSR then apologized to the customer for the additional wait time to connect with a CA, and advised the customer to continue to hold for the next available CA. CSR noted the added answer time was a result of higher call volume in our Call Centers as a result of Hurricane Matthew.	Service	
724686	10/07/2016 01:28pm	N/A	MS	MS	The customer reported a long wait time for their captions to connect on their CapTel 840i.	10/07/2016 01:38pm	CSR apologized to the customer for the additional wait time to connect with a CA, and advised the customer to continue to hold for the next available CA. CSR noted this added answer time was a result of higher call volume in our Call Centers as a result of the Hurricane.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
724955	10/08/2016 01:42pm	14050	SM	SM	Customer reported a delay in captions behind the spoken words.	10/11/2016 02:22pm	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. CSR apologized for the experience and relayed the experience to the Captioning Service. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching frequency for the CA to ensure consistent quality performance.	Service	
725452	10/10/2016 05:30pm	10546	AJ	AJ	Customer reported a long delay in the caption on the CapTel 880i.	10/13/2016 05:12pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching to optimize the CA's captioning performance specific to timely captioning. CSR subsequently confirmed that the customer is not experiencing calls with an abnormal delay in captions.	Service	
725789	10/11/2016 04:30pm	3112	JR	JR	Customer reported poor captions accuracy while calling an automated system.	10/12/2016 12:12pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and provided coaching tips and increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
725786	10/11/2016 04:30pm	3112	JR	JR	Customer reported captions were delayed on a specific call.	10/12/2016 12:12pm	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance, specific to captioning speed.	Service	
725968	10/12/2016 11:48am	10004	RL	RL	Customer reported a delay in captions behind the spoken words on the CapTel 840i.	10/21/2016 09:19am	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken.	Service	
725985	10/12/2016 12:31pm	3297	KG	KG	Customer reported significant delay in captions during a specific call on the CapTel 2400i.	10/13/2016 02:00pm	CSR apologized for this experience. CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and the CA recalled audio issues on the call, which increased the lag time. The CA's supervisor will continue to work with the CA on providing an ideal balance of speed and accuracy on every call.	Service	
726417	10/13/2016 02:36pm	14050	HL	HL	Customer reported inappropriate captions on the CapTel phone.	10/29/2016 12:52pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and set up close monitoring to ensure accurate, quality captioning. CSR sent a follow up email to the customer to apologize and let the customer know actions taken on their behalf.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
726525	10/13/2016 08:05pm	1294	JAL	JAL	Customer reported inaccurate captions on a call.	10/13/2016 08:36pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided increased monitoring to help optimize the CA's overall captioning performance.	Service	
726540	10/13/2016 11:38pm	N/A	CM	CM	Customer's daughter shared feedback on the inaccuracy of captions on her father's CapTel 840i but had no call specifics.	10/21/2016 03:45pm	CSR apologized for the incident and thanked the customer's for bringing their experience to our attention. CSR confirmed captions were accurate on the call with customer service. CSR attempted to follow up with the customer on three separate occasions to get specific call detail but was unsuccessful. CSR sent a letter to offer ongoing assistance and to suggest that the customer document the date, time and CA# of any future calls to allow us to take specific follow up action with the CA captioning the call.	Service	
726587	10/14/2016 09:48am	11038	ES	ES	Customer reported that the captions were displaying on the screen "about 4 lines behind what the other party said" on a specific call on the CapTel 2400i.	10/18/2016 03:53pm	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor counseled the CA and increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up email reporting action taken and offered further follow up on any future calls.	Service	
726694	10/14/2016 02:05pm	10551	TJ	TJ	Customer reported inaccurate captions.	10/20/2016 09:02pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided a coaching session and increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
726708	10/14/2016 02:25pm	N/A	TJ	TJ	Customer reported sometimes captions are not accurate such as a wrong letter appears.	10/25/2016 02:31pm	CSR apologized for the incident. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. After unsuccessful follow up attempts to gather specific call detail, CSR sent a letter to the customer noting what detail will help us take specific action with the CA captioning the calls such as provide further coaching and mentoring for the CA to optimize captioning quality.	Service	
729056	10/14/2016 03:01pm	12110	KK	KK	Customer reported inaccurate captions on the CapTel 840i.	11/08/2016 11:02am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching and increased mentoring to work towards consistent quality performance for this CA.	Service	
726873	10/15/2016 11:03am	11126	SM	SM	Customer reported "slow" captions.	11/08/2016 02:16pm	CSR apologized for the incidence and thanked customer for the feedback. CSR identified one recent call with slightly elevated delay above 3-5 seconds and sent call detail to the call center for review. Call Center management met with the CA and determined there was a change in CAs during the call. The CA's supervisor scheduled additional monitoring of this CA to ensure consistent quality captioning performance specific to timely captioning.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
729016	10/18/2016 05:55am	1012	CH	CH	The customer reported delayed captions on the CapTel 2400i.	10/27/2016 10:57am	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
727703	10/18/2016 02:25pm	6193	TJ	TJ	Customer reported that the "script is out of sync with the talking".	11/01/2016 10:50am	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance specific to minimizing delay. CSR sent a follow up letter reporting action taken and offered further follow up on any future calls.	Service	
727880	10/19/2016 09:29am	N/A	BM	BM	Customer's son reported seeing inaccurate captions on the CapTel 2400iBT.	10/19/2016 09:37am	CSR apologized for the incident and thanked customer's son for bringing the experience to our attention. Customer's son opted out of providing any call detail for the call in question. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Customer's son understood no further action could be taken without detail to follow up on.	Service	
728264	10/20/2016 10:41am	4512	BH	BH	Customer reported a delay in captions behind the spoken word.	11/01/2016 09:26pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA supervisor provided coaching tips on handling fast paced/automated system calls to help ensure consistent quality performance.	Service	
728376	10/20/2016 11:48am	1088	ES	ES	Customer reported a delay with the captions behind the spoken word on the CapTel 840i.	10/21/2016 12:02pm	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's consistent quality captioning performance.	Service	
728594	10/21/2016 10:55am	1323	OL	OL	Customer reported inaccurate captions on a recent call.	10/31/2016 03:42pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching and monitoring of the CA to ensure consistent quality performance.	Service	
728625	10/21/2016 11:02am	6094	RH	RH	Customer reported a delay in captions behind the spoken words.	11/02/2016 10:06am	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor scheduled coaching and increased monitoring to optimize the performance of this CA. CSR sent a sent a follow up letter reporting action taken and offered further follow up on any future calls.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
728707	10/21/2016 02:34pm	1664;	MS	MS	The customer's daughter reported a delay in the captions behind the spoken word on the CapTel 840i.	11/01/2016 12:22pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer's daughter by phone reporting action taken and offered further follow up on any future calls.	Service	
729066	10/23/2016 03:00pm	12064	KK	KK	Customer reported captions appearing delayed when using the CapTel 840i.	10/25/2016 03:56pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and provided a coaching session and increased monitoring frequency to help the CA provide consistent quality captions with minimal delay.	Service	
732554	11/04/2016 02:01pm	1028	BH	BH	Customer shared feedback regarding accuracy of captions and provided specific call data.	11/16/2016 12:54pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Call Center personnel provided coaching tips and then the CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
732669	11/04/2016 06:02pm	14121	CT	CT	Customer's husband wondered if there was a way to speed up the captions on the 840i.	11/15/2016 05:42pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up email reporting action taken and offered further follow up on any future calls.	Service	
733393	11/07/2016 01:19pm	10673	DF	DF	Customer reported a delay in captions behind the spoken words.	11/08/2016 03:30pm	CSR apologized for incidence and thanked customer for the feedback. CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor providing a coaching to optimize the CA's captioning performance specific to minimal delay of captions.	Service	
733582	11/08/2016 11:26am	11050	CH	CH	The customer's wife reported inaccurate captions while speaking on the CapTel 2400i.	11/10/2016 01:18pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor spoke with the CA, provided coaching sessions and increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
733605	11/08/2016 01:15pm	12055	KG	KG	Customer reported inaccurate captions during a conversation on the CapTel 840i.	11/10/2016 03:42pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
733604	11/08/2016 01:15pm	6027	KG	KG	Customer reported inaccurate captions during a conversation on the CapTel 840i.	11/09/2016 10:10am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
733685	11/08/2016 03:27pm	1844	TJ	TJ	Customer reported that the captions lagged behind the spoken words on a call.	11/09/2016 01:54pm	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up email reporting action taken and offered further follow up on any future calls.	Service	
733862	11/09/2016 11:05am	N/A	KK	KK	Customer reported captions appearing inaccurately on the CapTel 2400i.	12/08/2016 06:55pm	CSR's investigation revealed that the CA documented a trouble ticket on the customer's call citing technical difficulties at that workstation where captions were being created. Circumstance was remedied after the call.	Service	
734136	11/10/2016 09:05am	6514	ES	ES	Customer's husband reported noticing a delay of captions behind the spoken words on the CapTel 840i.	11/22/2016 10:45am	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased observations and monitoring of the CA's captioning habits and will offer coaching as warranted to optimize the CA's captioning performance. CSR sent a follow up letter reporting action taken and offered further follow up on any future calls.	Service	
734506	11/11/2016 10:33am	11174	ELS	ELS	Customer's husband inquired if there is a way to speed up the captions when reviewing a message on the CapTel 840i.	11/21/2016 02:40pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor provided coaching tips and additional monitoring specific to prompt captioning for the CA to ensure consistent quality performance.	Service	
736851	11/19/2016 05:32pm	10591	KG	KG	Customer reported delayed in captions behind the spoken words during a call on the CapTel 840i.	11/28/2016 01:47pm	CSR investigated and identified a call with lag time beyond the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
737355	11/22/2016 12:57am	1571	LK	LK	Customer reported inaccurate captions during calls on CapTel 2400i.	12/03/2016 10:00am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Call Center personnel met with the CA and provided coaching tips. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
739938	12/02/2016 09:02am	11014	BM	BM	Customer reported seeing inaccurate captions on a previous call using the CapTel 840i.	12/05/2016 10:40am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA supervisor provided coaching and increased monitoring for the CA to ensure consistent quality performance.	Service	
740188	12/02/2016 07:06pm	10667	RN	RN	Customer reported needing to wait longer for the captions when the other party speaks at length when speaking on the CapTel 2400i with captions.	12/09/2016 10:53am	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
740679	12/05/2016 11:50am	N/A	PZ	PZ	Customer reported inaccurate captions during calls on the CapTel 880i.	12/14/2016 03:25pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR suggested customer document the date and time of any future calls to allow us to take specific action with the CA captioning the call and sent a letter with such instructions.	Service	
740767	12/05/2016 02:37pm	3103	CBe	CBe	Customer reported poor captioning on a previous call on the CapTel 840i.	12/07/2016 07:07am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips to the CA for optimal captioning performance.	Service	
740927	12/06/2016 08:20am	1579	TJ	TJ	Customer reported the captions are behind the spoken word.	01/05/2017 10:44am	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up letter reporting action taken and offered further follow up on any future calls.	Service	
741532	12/07/2016 03:00pm	14056	TF	TF	Customer reported delayed captions on the CapTel 840i.	01/04/2017 08:15am	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
741633	12/07/2016 04:05pm	11164	PL	PL	Customer reported a long delay between the spoken words and when captions appear on the CapTel 840i on a specific call.	12/13/2016 04:20pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone to report action taken and to offer further follow up on any future calls.	Service	
742667	12/12/2016 08:30am	3139	ES	ES	Customer reported experiencing inaccurate captions during a call on the CapTel 840i.	12/21/2016 01:22pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CSR subsequently advised the customer his report resulted in increased performance monitoring for the CA and that call center management will provide additional coaching as necessary.	Service	
742720	12/12/2016 10:32am	N/A	OL	OL	Customer's husband reported inaccurate captions on the CapTel 840i.	01/03/2017 04:22pm	CSR apologized for the incident and thanked customer's husband for bringing their experience to our attention. Customer's husband looked through conversation memory with CSR and was unable to find an example other than seeing vs. see. CSR suggested documenting the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR later followed up with a letter and then a follow up call. On the follow up call, customer's husband said they had no problematic calls to report.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
742829	12/12/2016 01:33pm	6796	MS	MS	The customer's husband reported a delay in captions behind the spoken words on the CapTel 2400i when both the husband and wife are on the line together.	12/14/2016 10:57am	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer and noted action taken on their behalf. Husband noted the circumstance of the call. CSR educated the husband regarding parties speaking one at a time for more optimal results.	Service	
742900	12/12/2016 04:11pm	N/A	RN	RN	Customer reported seeing curse words in the captions when speaking on the CapTel 2400i.	12/12/2016 04:16pm	CSR apologized for the experience and tried to gather specific call detail. CSR discussed the customer's experience, and noted to take follow up action we would need the date, time CA# or phone number connected to this experience. CSR gave tips on how to gather this detail such as via Caller ID history, or conversation history. After some discussion, customer chose to take no further action.	Service	
743165	12/13/2016 12:58pm	1951	TS	TS	The customer reported delayed captions on the CapTel 2400iBT.	01/06/2017 04:30pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
743167	12/13/2016 12:58pm	3023	TS	TS	The customer reported delayed captions on the CapTel 2400iBT.	12/14/2016 11:25am	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
743159	12/13/2016 01:48pm	1721	CBe	CBe	Customer shared feedback regarding accuracy of captions and provided specific call data.	12/21/2016 10:07am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips and increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
743386	12/14/2016 07:51am	14011	MS	MS	Customer reported substantive delay in the captions behind the spoken words on the CapTel 840i.	12/22/2016 10:09am	CSR investigated and identified the call with delay above the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
744411	12/17/2016 02:35pm	1857	RN	RN	Customer's wife reported delayed captions while speaking on the CapTel 2400iBT.	12/29/2016 06:00pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
745232	12/20/2016 04:58pm	6209	BM	BM	Customer reported seeing inaccurate captions on a previous call using the CapTel 840i.	12/27/2016 05:42pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching and increased monitoring frequency for the CA to ensure consistent quality performance. CSR followed up with the customer to share what action was taken.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
746535	12/27/2016 09:45am	11078	CE	CE	Customer reported a delay in captions behind the spoken word on the CapTel 2400iBT.	01/05/2017 09:50am	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
748994	01/05/2017 10:20am	12119	HL	HL	Customer reported that the captions lag too far behind the spoken words on the CapTel 2400i.	01/11/2017 07:05pm	CSR apologized for the experience and thanked the customer for their feedback. CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips to optimize the CA's captioning performance. CSR sent a follow up email reporting action taken and offered further follow up on any future calls.	Service	
749230	01/05/2017 06:05pm	N/A	RH	RH	Customer reported a "Please Wait for a CapTel Operator" message on the screen of the CapTel 2400iBT.	01/05/2017 06:08pm	CSR apologized to the customer for the additional wait time to connect with a CA. CSR recommended the customer continue to hold for the next available CA. CSR noted this added answer time was a result of higher call volume in our Call Centers at the time they attempted their call. CSR confirmed customer was able to make their captioned call successfully.	Service	
749398	01/06/2017 12:40pm	4038	TJ	TJ	Customer reported that the captions appear behind the spoken words.	01/16/2017 09:12am	CSR apologized for the incident and thanked customer for the feedback. CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	Service	
749421	01/06/2017 01:20pm	N/A	CF	CF	Customer reported getting the message "waiting for a CapTel operator" on the CapTel 840i.	01/18/2017 10:57am	Customer hung up right after stating her issue and promptly connected call attempted with captions. CSR later reached out to the customer to check on her experience and apologized for the additional wait time to connect with a CA on 1/6/17. CSR recommended the customer continue to hold for the next available CA. CSR confirmed customer has been successful in making and receiving captioned calls since contacting customer service.	Service	
749564	01/06/2017 06:45pm	12136	RN	RN	Customer's daughter reported inaccurate captions on the CapTel 840i.	01/16/2017 03:10pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor followed up with the CA and provided coaching tips for optimal quality performance.	Service	
749560	01/06/2017 06:59pm	N/A	CF	CF	Customer reported seeing the message "Waiting for CapTel Operator" on several recent calls.	01/09/2017 12:18pm	CSR investigated and confirmed the customer connected to a CA at the Call Center but hung up maybe just as the CA came on the call. Later, CSR sent customer a letter and apologized to the customer for the additional wait time to connect with a CA. CSR recommended the customer continue to hold for the next available CA. CSR noted this added answer time was a result of higher call volume in our Call Centers at the time they attempted their call. CSR confirmed the customer was able to complete a captioned call after speaking with customer service.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
749581	01/06/2017 07:32pm	N/A	BC	BC	Customer reported being unable to connect to captions and seeing, "Waiting for CapTel Operator," but the captions never connected on multiple calls over a 14 hour period.	01/17/2017 01:48pm	CSR's extensive investigation showed the customer experienced longer than typical wait times, but each call attempted did connect to a CA. It is inconclusive why the customer may not have seen that at their end on all call attempts. CSR apologized and recommended the customer continue to hold for the next available CA rather than hanging up and redialing. CSR confirmed customer was able to make their captioned call successfully when they stayed on the line.	Service	
749661	01/07/2017 12:30pm	N/A	HL	HL	Customer reported seeing "Waiting for CapTel Operator" on the display screen.	01/07/2017 12:48pm	CSR apologized to the customer for the additional wait time to connect with a CA, and advised the customer to continue to hold for the next available CA. CSR noted this added answer time was a result of higher than normal call volume in our Call Centers at the time they attempted their call. CSR confirmed customer pressed captions off and on again and connect to captions successfully.	Service	
749742	01/07/2017 05:20pm	6129	PZ	PZ	Customer reported delay in her captions on the CapTel 2400i.	01/18/2017 03:30pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up letter reporting action taken and offered further follow up on any future calls.	Service	
750677	01/07/2017 05:20pm	N/A	PZ	PZ	Customer reported "waiting for operator" on the CapTel 2400i.	01/07/2017 05:49pm	CSR apologized to the customer for the additional wait time to connect with a CA. CSR recommended the customer continue to hold for the next available CA. CSR noted this added answer time was a result of higher call volume in our Call Centers at the time they attempted their call. CSR confirmed customer was then able to complete her captioned call successfully.	Service	
751972	01/08/2017 12:48pm	6154	BC	BC	Customer reported inaccurate captions.	01/22/2017 10:07am	CSR apologized for the incident and thanked customer for the feedback. CSR worked to acquire call detail then shared the provided detail with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided additional coaching and increased monitoring frequency for the CA to optimize consistent, quality performance.	Service	
749998	01/09/2017 11:35am	1305	ES	ES	Customer reported the captioning delayed behind the spoken words and static on the CapTel 840i.	01/26/2017 10:00am	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and provided coaching tips to optimize the CA's captioning performance. CSR later sent a letter to the customer reporting action taken and offered further follow up on any future calls.	Service	
750203	01/09/2017 05:53pm	11048	CE	CE	Customer's assistant reported a delay in captions behind the spoken word on the CapTel 840i.	01/16/2017 03:30pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
751633	01/14/2017 09:11am	N/A	BM	BM	Customer reported seeing "Waiting for CapTel Operator" on the screen of the CapTel 2400iBT on 1/13/17.	01/14/2017 09:51am	CSR apologized to the customer for the additional wait time to connect with a CA on 1/13/17. CSR recommended the customer continue to hold for the next available CA. Alternately, CSR suggested the customer may press the captions off and on again to re-connect without hanging up and redialing. CSR confirmed customer had captions on call with customer service and confirmed the customer was then able to make other captioned calls successfully.	Service	
751641	01/14/2017 09:45am	11232	HL	HL	Customer reported that the captions lag behind the spoken words on the CapTel 2400iBT.	01/23/2017 02:10pm	CSR apologized for this experience. CSR investigated and identified a call with lag time behind the normal delay. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up email reporting action taken and offered further follow up on any future calls.	Service	
751742	01/14/2017 02:03pm	6014	PZ	PZ	The customer reported inaccuracies in his captions on the CapTel 2400i.	01/27/2017 05:39pm	CSR sent a letter, apologizing for the incident and thanking the customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
752452	01/17/2017 11:06am	11058	TH	TH	Customer's son reported delay in captions on CapTel 880i.	01/19/2017 02:22pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
752549	01/17/2017 04:05pm	14132	ES	ES	Customer reported inaccurate captions on the CapTel 840i.	01/23/2017 03:19pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips and mentoring for the CA to ensure consistent quality performance.	Service	
752597	01/17/2017 06:14pm	6839	JAL	JAL	Customer reported a call with inaccurate captions right before calling customer service.	01/17/2017 09:36pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor provided coaching and increased monitoring frequency for the CA to ensure consistent quality performance and errors in the captions are corrected.	Service	
753102	01/19/2017 12:28pm	1439	ELS	ELS	Customer reported a delay in captions behind the spoken word on the CapTel 840i.	01/25/2017 02:13pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up email reporting action taken and offered further follow up on any future calls.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
753577	01/21/2017 09:41am	11178	ELS	ELS	Customer's son inquired if there is a way to speed up the captions on the CapTel 840i.	01/25/2017 10:15am	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up letter reporting action taken and offered further follow up on any future calls.	Service	
753907	01/23/2017 08:52am	12119	TJ	TJ	Customer reported a call where the captions were behind the spoken words beyond the norm of 4 or 5 seconds.	01/31/2017 08:48am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR later sent a follow-up email reporting action taken and offered further follow-up assistance, if desired.	Service	
754516	01/24/2017 04:24pm	11035	CR	CR	Customer reported a delay in captions behind the spoken word on the CapTel 2400i.	02/07/2017 05:36pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor provided coaching to optimize the CA's captioning performance in relation to timely captioning output. CSR sent a follow up letter to the customer advising them of the action taken by the call center.	Service	
754978	01/26/2017 09:18am	N/A	JAA	JAA	Customer reported seeing "Waiting for CapTel Operator" on the CapTel 840i.	01/26/2017 09:44am	CSR apologized to the customer for the additional wait time to connect with a CA. CSR recommended the customer continue to hold for the next available CA. Alternately, CSR suggested the customer may press the captions off and on again to re-connect. CSR noted this added answer time was the result of higher call volume in our Call Centers at the time they attempted their call. CSR confirmed customer was able to make their captioned call successfully.	Service	
755070	01/26/2017 12:55pm	12199	SS	SS	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 840i.	01/30/2017 04:40pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor subsequently reported that this call occurred on the CA's first day of live calls. The CA's supervisor met with the CA and provided further mentoring and coaching tips to help the CA perform optimally.	Service	
755782	01/29/2017 01:47pm	N/A	JC	JC	Customer's brother reported the display screen of the CapTel 840i stated "Waiting for CapTel Operator."	01/29/2017 02:00pm	CSR apologized to the customer for the additional wait time to connect with a CA. CSR recommended the customer continue to hold for the next available CA. Alternately, CSR suggested the customer may press the captions off and on again to re-connect. CSR confirmed customer is getting captions successfully.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
755985	01/30/2017 12:32pm	N/A	EG	EG	Customer reported "Waiting for CapTel Operator" on the CapTel 840i.	01/30/2017 12:38pm	CSR apologized to the customer for the additional wait time to connect with a CA. CSR recommended the customer continue to hold for the next available CA. CSR suggested the customer may press the captions off and on again to re-connect. CSR noted this added answer time was a result of higher call volume in our Call Centers at the time they attempted their call. CSR confirmed customer was able to make their captioned call successfully.	Service	
756183	01/30/2017 09:09pm	N/A	SB	SB	Customer reported seeing a message on the display screen of the CapTel 840i that read, "Waiting for CapTel Operator."	01/30/2017 09:11pm	CSR apologized to the customer for the additional wait time to connect with a CA. CSR recommended the customer continue to hold for the next available CA. CSR also suggested that if this occurs again, the customer may press the captions off and on again to re-connect to the service. CSR noted this added answer time was a result of higher call volume in our Call Centers at the time they attempted their call. CSR confirmed the customer had captions on their call to customer service with no wait time.	Service	
756534	02/01/2017 09:47am	N/A	EG	EG	Customer reported seeing (Waiting for CapTel Operator) on the CapTel 2400IBT.	02/01/2017 09:48am	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
756744	02/01/2017 04:14pm	N/A	PZ	PZ	Customer reported "waiting for operator" on the CapTel 840i.	02/01/2017 04:41pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
756837	02/02/2017 08:26am	1368	RS	RS	Customer reported delayed captions during a specific call on the CapTel 840i.	02/07/2017 11:00am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow-up email reporting action taken and offered further follow-up assistance, if desired.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
757248	02/03/2017 12:30pm	N/A	KG	KG	Customer's daughter reported viewing "Waiting for CapTel Operator" for extended time during a call on the CapTel 2400i.	02/03/2017 12:40pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
757262	02/03/2017 12:41pm	N/A	RH	RH	Customer reported seeing "Waiting for CapTel Operator" for a few moments on the CapTel 840i.	02/03/2017 01:00pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
757467	02/04/2017 10:20am	N/A	PL	PL	Customer reported that the CapTel 2400i had displayed "Waiting for CapTel operator" on two previous calls.	02/21/2017 02:33pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR later gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
757717	02/05/2017 03:36pm	N/A	SS	SS	Customer reported seeing, "Waiting for CapTel Operator," when answering an incoming call.	02/05/2017 03:56pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
757784	02/06/2017 09:37am	N/A	CBe	CBe	Customer reported receiving "waiting for operator" on the CapTel 840i.	02/22/2017 03:02pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR sent the customer a letter and encouraged the customer to let us know if further difficulty arises.	Service	
758071	02/06/2017 08:42pm	N/A	AJ	AJ	Customer reported not having captions on two calls while using the CapTel 2400 and seeing "waiting for operator" on the display.	02/10/2017 12:15pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
758265	02/07/2017 01:41pm	3618	ES	ES	Customer reported inaccurate captions that occurred on the CapTel 840i.	02/08/2017 02:46pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided the customer with tips to improve accuracy and increased monitoring frequency for the CA to ensure consistent quality performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
758546	02/08/2017 10:25am	N/A	KG	KG	Customer reported seeing "Waiting for CapTel Operator" on the CapTel 840i display at the start of her calls.	02/08/2017 10:30am	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
759113	02/09/2017 04:45pm	N/A	RH	RH	Customer reported seeing "Waiting for CapTel Operator" on the display screen of the CapTel 840i after dialing a phone number.	02/09/2017 04:49pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
759168	02/09/2017 07:26pm	N/A	RH	RH	Customer reported seeing "Waiting for CapTel Operator" on the display screen of the CapTel 840i when making a call.	02/09/2017 07:31pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
759254	02/10/2017 09:27am	N/A	JAA	JAA	Customer reported seeing "Waiting for CapTel Operator" on the CapTel 840i.	02/10/2017 09:49am	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
759281	02/10/2017 11:00am	N/A	SM	SM	Customer reported seeing "Waiting for CapTel Operator" on the screen of the CapTel 840i.	02/11/2017 11:15am	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
759422	02/10/2017 04:26pm	N/A	ES	ES	Customer reported that he was seeing "Waiting for a CapTel Operator" on the CapTel 840i.	02/10/2017 04:30pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
759652	02/11/2017 04:28pm	N/A	PZ	PZ	New customer reported inaccurate captions on the CapTel 880i but had no specific examples.	02/22/2017 09:24pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR discussed how captions are created and noted that if the customer documents the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR followed up and the customer reported she had no accuracy issues to report.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
759669	02/11/2017 06:48pm	N/A	SM	SM	Customer reported seeing (Waiting for a CapTel Operator) on the CapTel 840i.	02/11/2017 07:15pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
759818	02/13/2017 07:29am	N/A	SS	SS	Customer reported seeing, "Waiting for CapTel Operator," was displayed on the CapTel 840i screen.	02/13/2017 10:16am	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
759900	02/13/2017 11:09am	N/A	CBe	CBe	Customer reported seeing "waiting for CapTel operator" on the display screen of the CapTel 840i.	02/16/2017 06:06pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
760022	02/13/2017 02:22pm	4041	PZ	PZ	Customer reported inaccurate captions on the CapTel 2400IBT.	03/02/2017 02:09pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
760130	02/13/2017 07:13pm	N/A	JB	JB	Customer reported seeing "Waiting for CapTel operator" on the CapTel 840i screen.	02/15/2017 05:48pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
760293	02/14/2017 12:34pm	N/A	JB	JB	Customer reported that captions did not connect on the CapTel 840i.	02/16/2017 06:34pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
760286	02/14/2017 12:35pm	N/A	JB	JB	Customer reported that captions stop on the CapTel 840i.	02/14/2017 12:52pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
760603	02/14/2017 01:00pm	6528	DF	DF	Customer reported a specific call where the captions were not accurate.	03/01/2017 11:49am	Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance. Later, CSR sent a letter to the customer reporting action taken and apologizing for the incident. CSR also thanked customer for sharing their experience and offering further follow up on any future calls.	Service	
760485	02/14/2017 07:10pm	N/A	BC	BC	Customer reported waiting for captions for an extended period of time on some calls.	02/20/2017 09:40am	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details from the customer and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer is able to make and receive captioned calls successfully.	Service	
761261	02/17/2017 11:18am	N/A	BM	BM	Customer's assistant reported seeing the captions stop on the CapTel 2400IBT.	02/17/2017 11:27am	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
761623	02/18/2017 07:17pm	N/A	RN	RN	Customer reported seeing "Waiting for CapTel Operator" and being unable to connect to captions during multiple attempts to dial out on the CapTel 840i.	02/22/2017 01:22pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
763068	02/24/2017 10:29am	14120	TF	TF	Customer reported connecting with a CA, hearing audio, but receiving no captions during a call on the CapTel 840i.	03/24/2017 05:55pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
763462	02/25/2017 05:05pm	N/A	AJ	AJ	Customer reported no captions on a specific call.	02/28/2017 01:05pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
763601	02/26/2017 06:16pm	N/A	JB	JB	Customer reported that captions did not appear after seeing the CA# on the CapTel 800i.	02/27/2017 10:21am	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
764127	02/28/2017 12:48pm	N/A	BM	BM	Customer reported seeing no captions on a previous call using the CapTel 2400IBT.	02/28/2017 01:02pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
765423	03/04/2017 07:35pm	N/A	RN	RN	Customer reported not connecting to captions on the previous outbound call when speaking on the CapTel 840i.	03/05/2017 10:11am	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
765855	03/06/2017 05:40pm	1757	CF	CF	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 840i.	03/08/2017 10:33am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
766185	03/07/2017 04:00pm	14101	KG	KG	Customer reported significant delay in captions behind the spoken words during a call on the CapTel 840i.	03/16/2017 01:33pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor provided a coach session to optimize the CA's captioning performance in regard to minimizing any lag time of captions.	Service	
766271	03/07/2017 06:00pm	N/A	BC	BC	Customer reported that recent calls didn't have captions after connecting to a captionist.	03/08/2017 05:57pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience. CSR confirmed customer was able to make their captioned call successfully.	Service	
767881	03/12/2017 08:36pm	10594	DF	DF	Customer reported several occurrences of inaccurate captions during a specific captioned call.	03/24/2017 02:34pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was forwarded to the Call Center management for follow up with the CA by the CA's supervisor on their next scheduled shift. CSR sent customer an email reporting action taken and offered further follow up on any future calls. Later, CA's supervisor confirmed they followed up with the CA during their shift, and the CA received additional monitoring and coaching.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
768136	03/13/2017 05:16pm	N/A	OL	OL	Customer reported seeing inaccurate captions on the CapTel 2400IBT.	04/04/2017 11:39am	CSR's investigation revealed the customer did not have specific call details and was advised to check the conversation history in order to take specific action with the CA captioning the call. After giving this advice, the CSR made multiple attempts to follow up with the customer but was unsuccessful. CSR subsequently sent a letter apologizing for the incident and suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	Service	
768205	03/13/2017 06:56pm	3189	BC	BC	Customer reported inaccurate captions on a recent call.	03/20/2017 04:40pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and provided coaching tips to ensure consistent quality performance. CSR followed up with the customer to share action taken on her behalf.	Service	
769307	03/16/2017 04:24pm	12136	CF	CF	Customer reported experiencing delay of captions behind the spoken words on a particular captioned call.	03/17/2017 11:42am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
769779	03/18/2017 01:14pm	10702	AJ	AJ	Customer reported that the captions stopped in the middle of a call then started again on the CapTel 840i.	03/22/2017 12:04pm	CSR investigated and identified a call with caption lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	Service	
771005	03/22/2017 02:41pm	12012	ES	ES	Customer reported a specific word accuracy error that occurred during a call on the CapTel 2400IBT.	04/03/2017 12:14pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased coaching with regard to captioning procedure and technique for the CA to ensure consistent quality performance.	Service	
771746	03/24/2017 03:11pm	N/A	MS	MS	Customer reported that they saw "Waiting for CapTel Operator" on their screen for a length of time, they didn't connect with a CA, and there were no captions.	03/24/2017 03:14pm	CSR apologized for this experience and thanked the customer for letting us know. CSR suggested pressing the captions off and then on again to establish a new connection with the Call Center. CSR confirmed the customer then had captions. CSR gathered details and shared them with technical support to facilitate improvement in our customer's experience.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
772280	03/27/2017 09:15am	10699	MS	MS	Customer shared feedback regarding accuracy of captions and provided the date and time of the call.	03/29/2017 09:46am	CSR apologized for the experience and thanked customer for bringing their experience to our attention. CSR discussed how captions are generated and how corrections may sometimes appear in brackets. Given the customer had no specific examples of inaccuracies from the call, the CSR suggested reviewing memory and jotting down the word errors seen to allow us to take specific follow up action with the CA captioning the call. CSR followed up to gather specifics, but was unsuccessful re-connecting with the customer.	Service	
773878	03/31/2017 08:20am	N/A	MS	MS	The customer reported inaccurate captions on the CapTel 840i.	04/07/2017 10:57am	CSR apologized for the experience and thanked customer for bringing their experience to our attention. CSR discussed how captions are generated and how corrections may sometimes appear in brackets. Given the customer had no specific examples of inaccuracies, the CSR suggested jotting down the date, time and word errors noted CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR followed up with the customer on 2 occasions and the customer noted her captions have been very accurate since calling and no further follow up was needed.	Service	
774166	03/31/2017 06:45pm	N/A	JAL	JAL	Customer reported inaccurate captions but had no specific call detail or examples.	04/05/2017 08:04pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR investigated and identified a few calls where the CA documented trouble tickets noting audio difficulties and background noise that made some call content not captionable. The CSR encouraged the customer to document any future calls she would like follow up on. After CSR's attempt to follow up with the customer by phone was unsuccessful, CSR sent a letter offering further assistance, as need arises.	Service	
774491	04/02/2017 03:28pm	11164	JC	JC	Customer's husband reported experiencing delay of captions behind the spoken words on a call when using the CapTel 840i.	04/10/2017 11:43am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call.	Service	
774814	04/03/2017 04:02pm	N/A	CBe	CBe	Customer reported seeing "Waiting for CapTel Operator" during a few specified calls when using the CapTel 840i.	04/12/2017 10:38am	CSR apologized to the customer and shared call detail with technical support for further analysis. Technical support identified one of 4 calls cited occurred during a time in which higher call volumes resulted in a wait time of 8 seconds. Further investigation found that the other cited calls reached the Captioning Service correctly and were assigned a CA, but that the number dialed by the customer did not result in a successful voice connection to the other party. CSR subsequently advised the customer of the investigation findings, thanked them for their report, and advised them on how to use "onhook dialing" in order to guarantee successful voice dialing connections in the future.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
775986	04/06/2017 04:49pm	4015	JC	JC	Customer reported captions stopped during their previous phone call on the CapTel 840i.	04/06/2017 05:05pm	Investigation by CSR revealed that the CA experienced a technical problem at their station during the previous call. CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR advised the customer can press the captions button twice to reconnect with a new CA.	Service	
777405	04/11/2017 02:04pm	N/A	ELS	ELS	Customer reported seeing " waiting for next available captionist" on the CapTel 840i for longer than usual on one phone call.	04/11/2017 02:10pm	CSR apologized to the customer for the additional wait time to connect with a CA. CSR recommended the customer continue to hold for the next available CA or press the captions button off and on again. Customer acknowledged that she pressed the captions button off and on again and connected to a CA promptly. Customer confirmed she was able to make her captioned call successfully.	Service	
779598	04/19/2017 11:44am	2435	MMo	MMo	Customer reported seeing a delay in captions behind the spoken word on the CapTel 2400iBT.	04/20/2017 04:04pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed-up with the customer by phone reporting action taken and offered customer further follow-up assistance.	Service	
779699	04/19/2017 02:20pm	11164	TJ	TJ	Customer reported inaccurate captions on the call.	05/02/2017 09:37am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips to improve the CA's consistent quality captioning performance. CSR followed up with the customer to share what action was taken on their behalf.	Service	
781198	04/24/2017 02:45pm	12212	TS	TS	Customer reported inaccurate captions on the CapTel 2400i.	05/03/2017 11:47am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
781291	04/24/2017 02:45pm	6778	TS	TS	Customer reported inaccurate captions on the CapTel 2400i.	04/25/2017 01:16pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
781708	04/26/2017 10:01am	6832	EEJ	EEJ	Customer's husband reported a delay in captions behind the spoken word.	04/26/2017 04:48pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
784604	05/04/2017 11:38pm	N/A	CM	CM	Customer reports seeing "Waiting for CapTel CA" when trying to make a call but never connects with a CA.	05/24/2017 09:45am	CSR confirmed that the message appeared and remained on the CapTel's display as the call began. CSR apologized for the experience and advised that, if this situation reoccurs, they may turn the Captions button off and then back on in order to establish a new connection with a CA. CSR confirmed that the customer is now receiving captions successfully.	Service	
785618	05/08/2017 05:55pm	11066	CT	CT	Customer reported inaccurate captions during calls on the CapTel 840i.	05/25/2017 02:44pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CSR provided a callback to the customer to let them know that the proper steps have been taken and the CA in question received additional coaching and training specific to accuracy.	Service	
785838	05/09/2017 01:17pm	N/A	CR	CR	Customer reported an instance of an inaccurate captioned word while using the CapTel 840i.	05/11/2017 04:27pm	CSR apologized for the incident and attempted to gather call detail, but the customer was unable to provide further information. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR also sent the customer an email outlining further information about the captioning process and offering ongoing assistance upon request.	Service	
786396	05/10/2017 05:31pm	N/A	RH	RH	Customer shared feedback about the CapTel 840i and the captioning service.	05/10/2017 05:32pm	Customer wrote, "I find that my captioned phone is very helpful. While it is a bit slow in following the conversation, it is a great asset for me."	Service	
786900	05/12/2017 10:05am	N/A	BM	BM	Customer reported seeing inaccurate captions on the CapTel 2400i.	05/18/2017 03:38pm	CSR apologized for the incident and thanked customer for bringing the experience to our attention. CSR attempted to gather details about any specific calls with inaccurate captions, but the customer was unable to provide further information. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Upon follow up, CSR asked customer if she had any specific call detail to share on recent calls. Customer said that she did not have any specific calls to report. CSR offered further assistance at customer's request.	Service	

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
787341	05/13/2017 05:00pm	11098	EG	EG	Customer reported inaccurate captions on the CapTel 840i.	05/16/2017 12:25pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips, and increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
788855	05/18/2017 05:10pm	N/A	TS	TS	Customer reported they saw "Waiting for CapTel operator" on their screen for a length of time and they didn't connect with a CA on multiple calls to the CapTel 840i.	06/04/2017 12:23pm	CSR confirmed that the message appeared and remained on the CapTel's display as the call began. CSR apologized for the experience and advised that, if this situation reoccurs, they may turn the Captions button off and then back on in order to establish a new connection with a CA. CSR confirmed that the customer is now receiving captions successfully.	Service	
788915	05/18/2017 08:31pm	14142	RN	RN	Customer reported that captions on a previous call were delayed while speaking on the CapTel 2400iBT.	05/19/2017 01:01pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
789245	05/19/2017 09:00pm	1292	RN	RN	Customer's daughter reported that captions were delayed during the call on the CapTel 840i.	05/25/2017 04:40pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. The customer's daughter advised that she did not require further follow up but would contact CapTel Customer Service if further assistance is needed.	Service	
791374	05/26/2017 03:17pm	10655	CF	CF	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 840i.	06/07/2017 01:16pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
792546	05/31/2017 02:45pm	10525	BJB	BJB	Customer reported a long delay in captions behind the spoken words on a call.	05/31/2017 05:06pm	CSR apologized and then sent call detail to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance specific to timely captioning. Customer called back the same day and reported calls since this call were going well.	Service	